

METHOD AND SYSTEM FOR MANAGING CALLS OF AN
AUTOMATIC CALL DISTRIBUTOR

ABSTRACT

A method for managing calls of an automatic call distributor includes receiving a call from a user over a first connection with a first endpoint of the user. The call comprises a request for service. The method includes obtaining presence information of the user and associating the call with the presence information. The method includes placing the call in a queue until a suitable agent becomes available to provide the service to the user. A virtual contact is established to hold a place of the call in an order in the queue if the first connection is terminated. The method also includes establishing a second connection with the user and detecting the presence of the user associated with the second connection. The method includes associating the second connection with the virtual contact using the detected presence of the user.